



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

User's Guide

Setting up the UCS Database

12/13/2025

Setting up the UCS Database

Purpose: To set up the database or databases that UCS will use.

Contents

- **1 Setting up the UCS Database**
 - 1.1 Prerequisites
 - 1.2 Procedure
 - 1.3 Special Information for Oracle RAC
 - 1.4 Next Steps

Prerequisites

RDBMS, either Oracle or Microsoft SQL. See also the [eServices 8.0 Deployment Guide](#). See the Deployment category page for overall prerequisites for deploying UCS.

Procedure

1. Create a database in your RDBMS.
2. Locate scripts in \Universal Contact Server\<application-name>\sql_scripts\<RDBMS-type>.
3. Run `ucs-<RDBMS-type>.sql` for a new installation or choose the proper upgrade script for your RDBMS type.
For an existing UCS database, run all scripts that cover your existing version, the current version, and all versions in between. For example, to upgrade from 7.6.1 to 8.0.2, you must run
 1. `upgrade_<RDBMS-type>_7.6.1_to_8.0.0.sql`
 2. `upgrade_<RDBMS-type>_8.0.0_to_8.0.1.sql`
 3. `upgrade_<RDBMS-type>_8.0.1_to_8.0.2.sql`

Genesys supplies upgrade scripts for all releases starting with 7.0.1.

Special Information for Oracle RAC

DAP Configuration

To connect UCS to an Oracle Real Application Cluster (RAC), configure a DAP for UCS as follows:

- Use the first node's host and port settings on the `Server info` tab.
- For the host, port, and ONS settings of each additional node, create options in the `settings` section, as follows. Note that the ONS settings are optional.
 - Name: `ONSConfiguration`
Value: `nodes=node1:node1port,node2:node2port, ...` where port is the ONS port, usually 6251
 - Name: `hostx`, where x is a positive integer
Value: host of RAC
 - Name: `portx`, where x is a positive integer matching one of the `hostx` options
Value: DB port of RAC, usually 1521

Here is an example configuration for three nodes, named `rac1`, `rac2`, and `rac3`. The DB port is 1521 and the ONS port is 6251 for all nodes.

```
[ServerInfo]
host: rac1
```

```
ports: default, 1521
[Options > settings]
ONSConfiguration: nodes=rac1:6251,rac2:6251,rac3:6251
host1: rac2
port1: 1521
host2: rac3
port2: 1521
```

UCP Library

Starting with the 8.1 release, support of Oracle RAC also requires that you deploy the Universal Connection Pool library, which Genesys is not able to deliver with the installation package. To deploy the UCP library:

1. Download the `ucp.jar` file, version 11.2.0.1.0 (higher versions are not supported) from the Oracle web site: [\[1\]](#)
2. Copy the jar file to the UCS home folder in `./lib/db/oracle`

When connected to an Oracle RAC configuration, the UCS database layer uses this jar file for connection handling. If UCS is started against an Oracle RAC without `ucp.jar`, it will fail to start.

Next Steps

[Configure a Database Access Point \(DAP\).](#)